



**Maine State Government
Dept. of Administrative & Financial Services
Office of Information Technology (OIT)**

Hosting-Customization Policy

I. Statement

This policy identifies Office of Information Technology (OIT) hosting and customization options and the policies that are appropriate for each scenario.

II. Purpose

The purpose of this policy is to notify OIT personnel involved with hosting and customization decisions about the policies which are relevant for their particular hosting and customization scenario.

III. Applicability

A. This policy applies to the Executive Branch.

IV. Responsibilities

A. Associate CIO, Applications: Analyzing the application landscape and judging the suitability of hosting option.

B. Chief Technology Officer: Present OIT hosting capability and fit for any particular application.

V. Directives

The directives may best be explained by the following matrix of Hosting-Customization options:

Hosting-Customization Policy

Customization	COTS	Application provisioning policies do not apply (see C below)	Only Application Deployment ¹ , Remote Hosting ² , and Security ³ -related policies apply (see D and E below)
	OIT CUSTOM	All policies apply (see A below)	Infrastructure provisioning policies do not apply (see B below)
		OIT-HOSTING	REMOTE-HOSTING (OIT HOUSING)

Hosting

A. Custom Applications (OIT-Hosting) – All State of Maine policies, toolset requirements, and standards apply.

B. Custom Applications (Remote-Hosting) – All Application policies apply. Infrastructure provisioning (how the infrastructure is equipped and maintained) policies do not apply.

C. COTS Applications (OIT-Hosting) – The specifics of the Application provisioning (how the application is built and distributed) may not apply but the general Application Deployment Certification requirements must be met (for example: Accessibility and Security Testing is required but the language the application is written in is not specified as long as it runs on the infrastructure hosted by OIT).

D. COTS Applications (Remote-Hosting) – Application Deployment Certification is required. Remote Hosting requirements must be met. The [Accessibility](#)⁴ and Security-related policies must be enforced regardless of the application provider or hosting provider. This allows a variety of languages and platforms to be used.

E. OIT-Housing is a special instance of Remote Hosting, where OIT provides Physical Security, Uninterrupted Electricity, Climate Control, Rack Space, and Internet Connectivity. Vendor is responsible for everything else.

F. Interfaces and integration are the responsibility of OIT in partnership with the vendors.

G. OIT-insourcing of a Remote-Hosted application must be preceded by migration to OIT-compliant technology. This is intended solely for highly unusual events (such as hosting vendor bankruptcy, etc.) where Remote-Hosting is no longer feasible. Any insourcing request must go

¹ <http://maine.gov/oit/policies/Application-Deployment-Certification.htm>

² <http://www.maine.gov/oit/policies/RemoteHostingPolicy.htm>

³ <http://www.maine.gov/oit/policies/SecurityPolicy.htm>

⁴ <http://www.maine.gov/oit/policies/WebAccessibilityUsabilityPolicy.htm>

Hosting-Customization Policy

through a waiver against the [COTS-Cloud-First Policy](#)⁵.

VI. Definitions

COTS: Commercial Off-The-Shelf application.

VII. References

VIII. Document Information

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Legal Citation: 5 M.R.S.A. Chapter 163 Section 1973 paragraphs (1)B and (1)D, which read in part, “The Chief Information Officer shall:” “Set policies and standards for the implementation and use of information and telecommunications technologies...” and “Identify and implement information technology best business practices and project management.”

Waiver Process: See the [Waiver Policy](#)⁶.

⁵ <http://www.maine.gov/oit/policies/COTSCloudFirstPolicy.htm>

⁶ <http://maine.gov/oit/policies/waiver.htm>